Position #005116
IS Business Automation Specialist
Infrastructure Systems Administrator

Position Summary:

Under the general supervision of the IT Solutions Center (ITSC) Supervisor and Infrastructure Team Lead this position is responsible for coordinating and facilitating technical and business analysis for infrastructure services utilized by ETF including network and server hardware, software, and services. This responsibility includes working with BITS managers and other team leaders in ETF and DET to provide consistent, coordinated services, and ensuring high quality services for all functions provided by the infrastructure team. In addition, this position assists in coordination of service provisioning and infrastructure hosting from DET, ensuring ETF is following infrastructure best practices and procedures, technical troubleshooting to resolve system issues with project and business teams across the agency and integrate business needs with IT systems and development, technical solutions, upgrades, and infrastructure changes.

This position provides customer service and consulting support on a broad array of technical services, and participates in projects from genesis through implementation and completion. The incumbent will frequently work on projects that require a strong understanding of customer service, good communication skills and the ability to work within a team approach. The position also involves implementing and using many new technologies offered by DET. The ability to function with an enterprise perspective and to work with DET and ETF technical staff, BITS management, and business staff on technical design and business issues is critical.

Goals and Worker Activities:

50%   Coordination of information technology activities.

A1.   Meet with BITS management and staff to evaluate progression on tasks, identify and resolve issues, and plan for future projects and initiatives.
A2.   Evaluate current policies, procedures, methods and workflow to determine and gain insight into the rationale for the present systems. Recommend and develop modernized infrastructure solutions.
A3.   Provide recommendations, technology evaluations, process re-engineering efforts, and other strategic IT initiatives and share these with agency management and other appropriate staff.
A4.   Conduct appropriate surveys, interviews, site visits and teleconferences with key division staff and management to document the current system for the identification of system needs.
A5.   Manage the evaluation of current technologies and methods of use to determine the new upgrade and connectivity needs.
A6.   With BITS staff, review and evaluate hardware and software alternatives and present new recommendations to ETF staff and management when needed to obtain acceptance of proposed improvements/changes.
A7.   Monitor actual performance against desired service levels for ETF infrastructure hosted by DET as well as service offerings ETF subscribes.
A8.   Identify business and technical problems, and recommend technical solutions.

35% Provision of technical support for the BITS technical architecture.

B1.   Provide problem diagnosis and resolution support for new and existing systems hardware and software
B2.   Maintain advanced technical expertise in the area of hardware/software system facilities, such as operating systems, network communications, and Internet software.

B3. Provide assistance with the analysis of performance data related to computer systems and with the development of techniques to optimize the use of computer resources.

B4. Serve as a technical consultant for review and verification of technical feasibility and the integration of new systems and software into ETF's technical architecture.

B5. Provide technical support and assistance in the development and implementation of IT systems policies and procedures in areas such as Domain architecture, server management, network management, backup and recovery strategies, job scheduling, server monitoring, and capacity planning.

B6. Participate in development of standards and coordinate establishment of those standards with other units in BITS.

B7. Monitor service levels such as response time, availability of servers, and recommend improvements in these areas.

B8. Provide guidance to the team on appropriate hardware and software changes to accommodate new or changing technologies.

B9. Maintain software packages on an ongoing basis to upgrade to new release/version, resolve problems, and maintain software stability.

B10. Monitor performance of hardware and software through the gathering and analysis of statistics and information from monitoring software tools.

B11. Tune software and hardware via appropriate parameter and configuration changes to maintain optimum system performance.

B12. Troubleshoot software problems, gather documentation, and work with software vendors and/or BITS staff as appropriate for problem resolution.

10%   Participation in the Bureau of Information Technology Services administration.

C1. Provide draft analysis, recommendations, reports and position papers as needed.

C2. Interact with BITS staff and users to explain and negotiate new solutions, technology direction and concepts.

C3. Provide informed, objective advice about system alternatives to assist in making technical infrastructure decisions.

C4. Consult with BITS staff to provide a multi-disciplinary approach to problem resolution.

C5. Represent the department and BITS on task forces or special committees.

5%   Personal Development

D1. Read and discuss pertinent materials to maintain awareness of the operating procedures and environment of the Bureau of Information Technology.

D2. Participate in agency State task groups and professional organizations to maintain currency in the field, contribute to organizational initiatives, and network with other IT professionals.

D3. Attend conferences, seminars, and workshops to increase knowledge in information processing trends and issues, system development methodologies, productivity issues, and other applicable skills such as negotiation, communication, conflict resolution, planning, project management, leadership and supervision.

D4. Review external publications to increase understanding of universal issues and needs, especially those pertaining to direct user offices.

Knowledge, Skills and Abilities:

- Ability to communicate clearly and effectively to both technical peers and less technical customers in person and via written media such as email, reports, and project charters.
- Knowledge of and ability to apply IT service-delivery management best practices and procedures.
- Knowledge of proxy and reverse proxy services, Linux, F5 LTM, APM, GTM services, Url filtering, SSL off-load, Application Roles and Attributes. Knowledge supporting IP Address Management via Microsoft and Linux bind for DHCP, DNS, TCP-IP, WINS.
- Knowledge supporting IAM and Directory services such as: Microsoft Active Directory, LDAP, DFS, Replication and Synchronization of LDAP directories.
- Knowledge of Group Policy, Backup and Restore, Trust relationships, Active Directory sites and services.
- Knowledge managing IAM and Directory security and account administration.
- Knowledge of scripting languages, such as Perl, Bash, Powershell, Visual Basic, Command line tools (Dsquery), LDAP queries.
- Knowledge of planning and supporting a Directory Forest with multiple child domains and multiple forest design environments. Hands on technical experience with the installation, maintenance, administration and monitoring of the IAM and Microsoft Directory, and Network Access Management services Software Infrastructure.
- Knowledge of and ability to perform technology and product research, testing, installation, customization, troubleshooting and support.
- Knowledge of network, server hardware and software infrastructure design.
- Knowledge and experience with network and server management concepts and software such as Patchlink, Windows Management Tools – ADUC GMMC, APGM, RMAD, PowerBroker, SSH, Telnet, VPN, Remote Desktop Protocol (RDP), VMWARE Vsphere Client, etc.
- Understand and comply with all ETF and enterprise security standards, policies, processes, and procedures.

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